## Driver License Division High Value Data Set

### December 2020

### Transactions:
- **In Office-Completed Transactions:** 322,688
- **Online-Completed Transactions:** 196,477
- **Mail-Completed Transactions:** 3,346
- **Phone-Completed Transactions:** 4,184
- **Offender ID Card Transactions:** 963
- **DL and ID Cards produced this month:** 453,320
- **Non-CDL skills tests passed:** 26,918
- **Non-CDL skills tests failed:** 6,180

<table>
<thead>
<tr>
<th></th>
<th>Passed</th>
<th>Failed</th>
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<tbody>
<tr>
<td>Traffic Convictions Processed</td>
<td>70,795</td>
<td>8,372</td>
</tr>
<tr>
<td>Driver Records Requests</td>
<td>1,039,220</td>
<td>339</td>
</tr>
</tbody>
</table>

### CDL Program:
- **DPS Vehicle Inspection Tests Booked:** 4,399
- **DPS Basic Control Skills Tests Booked:** 4,671
- **DPS Road Tests Booked:** 5,222

<table>
<thead>
<tr>
<th></th>
<th>Passed</th>
<th>Failed</th>
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<tbody>
<tr>
<td>DPS Vehicle Inspection Tests</td>
<td>1,398</td>
<td>1,514</td>
</tr>
<tr>
<td>DPS Basic Control Skills Tests</td>
<td>1,302</td>
<td>518</td>
</tr>
<tr>
<td>DPS Road Tests</td>
<td>1,355</td>
<td>411</td>
</tr>
</tbody>
</table>

### Customer Service Center (CSC):
- **DL customers assisted by phone:** 48,530
- **DL average hold time in minutes:** 30:55
- **DL average handle time in minutes:** 5:36

### Enforcement & Compliance Services (ECS):
- **Compliance Processed:** 25,599
- **Occupational Licenses Issued:** 652
- **Ignition Interlock Licenses Issued:** 223
- **Enforcement Actions Processed:** 28,362

### Impact Texas Driver (ITD) Programs:
- **Impact Texas Teen Driver Completions:** 15,956
- **Impact Texas Youth Driver Completions:** 30,232

### License & Records Services (LRS):
- **Driver Records Requests:** 1,039,220
- **Class C TPST Providers:** 339

### Notes
1. Non-CDL skills tests passed and failed includes tests conducted by DPS and by Class C Third Party Skills Test (TPST) Providers.
2. As of January 2020, DL customers assisted by IVR is no longer counted due to changes in the IVR system.